

# Student Handbook

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## Welcome to Sydney Design School

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At Sydney Design School we specialise exclusively in the education of interior design and decoration. This means that we're dedicated to delivering a personal learning experience that focuses solely on the processes and skills you need to practice as an Interior Designer or Decorator.

We aim to make your study an exciting journey of self-discovery; that's why our courses are delivered holistically, integrating essential course content with elements that inspire personal self-confidence and creative self-expression.

Congratulations on starting your creative journey with Sydney Design School and I wish you all great success with your study.

**Amanda Grace**  
Director

## Our staff

Studio staff		
Amanda Grace	Director	<a href="mailto:amanda@sydneydesignschool.com.au">amanda@sydneydesignschool.com.au</a>
Nicole Watts	General Manager, First Aid Officer	<a href="mailto:nicole@sydneydesignschool.com.au">nicole@sydneydesignschool.com.au</a>
Cherie Karlsson	Education Manager Residential Design	<a href="mailto:cherie@sydneydesignschool.com.au">cherie@sydneydesignschool.com.au</a>
Kylie Hickman	Education Manager Commercial Design	<a href="mailto:kylie@sydneydesignschool.com.au">kylie@sydneydesignschool.com.au</a>
Vinh Sawada	Program Leader - SketchUp, AutoCAD, Revit	<a href="mailto:vinh@sydneydesignschool.com.au">vinh@sydneydesignschool.com.au</a>
Bella Taylor	Communications Manager	<a href="mailto:marketing@sydneydesignschool.com.au">marketing@sydneydesignschool.com.au</a>
Lisa Wrightson	Communications & Marketing Creative	<a href="mailto:graphics@sydneydesignschool.com.au">graphics@sydneydesignschool.com.au</a>
Elise Cooper	Careers Coach	<a href="mailto:careers@sydneydesignschool.com.au">careers@sydneydesignschool.com.au</a>
Georgia Hanson	Student Registrar, First Aid Officer	<a href="mailto:registrar@sydneydesignschool.com.au">registrar@sydneydesignschool.com.au</a>
Julie Hely	Accountant	<a href="mailto:accounts@sydneydesignschool.com.au">accounts@sydneydesignschool.com.au</a>
Lauren Hanley	Course Advisor	<a href="mailto:info@sydneydesignschool.com.au">info@sydneydesignschool.com.au</a>
Ingrid Pelagio	Evening Reception	<a href="mailto:reception@sydneydesignschool.com.au">reception@sydneydesignschool.com.au</a>

Educators	Area of specialisation
Samantha Cahill	Educator, Diploma of Interior Design
Stephanie Ferguson	Educator, Diploma of Interior Design
Jacky Yuen	Educator, Diploma of Interior Design
Jane Eskin	Educator, Diploma of Interior Design
Brett Klyszejko	Educator, Diploma of Interior Design
Dione Fague	Educator, Diploma of Interior Design
Julia Stockdale	Educator, Diploma of Interior Design
Cat Crescini	Educator, Diploma of Interior Design
Hannah Hoeschle	Educator, Diploma of Interior Design
Juie Masterton	Educator, Diploma of Interior Design
Anna Brehany	Educator, Advanced Diploma of Interior Design
Anna White	Educator, Advanced Diploma of Interior Design
Victoria Aleporos	Educator, Advanced Diploma of Interior Design
Dani Mantovani	Educator, Certificate IV in Interior Decoration
Jan Handel	Educator, Certificate IV in Interior Decoration
Kerry Selby Brown	Educator, Certificate IV in Interior Decoration
Roz Beaver	Educator, Certificate IV in Interior Decoration
Di Strange	Educator, Certificate IV in Interior Decoration
Sharon Raco	Educator, Certificate IV in Interior Decoration
Samantha Over	Educator, Certificate IV in Interior Decoration
Sharon Gage	Educator, Certificate IV in Interior Decoration
Suzanne Robbins	Educator, Certificate IV in Interior Decoration

## Our contact details

Sydney Design School

Level 2, 40 Oxley Street, St Leonards NSW 2065

Tel: 02 9437 1902

Email: [registrar@sydneydesignschool.com.au](mailto:registrar@sydneydesignschool.com.au)

Web: [www.sydneydesignschool.com.au](http://www.sydneydesignschool.com.au)

## Our philosophy

At Sydney Design School we are dedicated to providing students with a unique and personal learning experience that inspires creative expression and the confidence to launch into the business world of interior design and decoration.

We are committed to:

- / creating Designers who will become future leaders in their profession
- / encouraging individuality, resourcefulness and creative thinking by acknowledging each student's personal journey
- / shaping the 'now' for a positive future by encouraging Designers to plan with an environmentally conscious mindset
- / developing positive relationships with the design industry and our partners so we can extend those connections to our students
- / being inspirational and collaborative and acting as a role model for our students by being ethical and transparent with our intentions and business practices

## Our code of practice

Our aim is to assist students to reach their full potential, both on a personal and professional level. We are committed to:

- / providing the highest quality training
- / ensuring that all students reach their creative potential
- / valuing the differing contributions made by all students attending the School
- / providing a challenging, flexible and respectful work environment for students and staff
- / continuously improving our courses

## Key dates

Semester 1, 2022

Term 1 : Monday 31 January to Friday 8 April 2022

Term 2: Tuesday 26 April to Friday 1 July 2022

Public holiday: Monday 13 June 2022

Semester 2, 2022

Term 3 : Monday 18 July to Friday 23 September 2022

Term 4: Monday 10 October to Friday 9 December 2022

### Graduation and exhibition

We hold a mid year and end of year graduation and exhibition. Dates are advertised on our [website](#) and also in the [Student Hub](#) of the eCampus.

### School opening times

The School is open during terms:

Monday and Wednesday: 8.30am to 9.15pm

Tuesday, Thursday and Friday: 8.30am to 5.00pm

The School is open during the school holidays. Times and days will be available in the last week of each term.

### Student Handbook

This Student Handbook has been prepared to provide you with information about how the School operates and our policies and procedures.

### Student Agreement

At the end of your orientation which occurs on your first day on campus, you are required to complete a Student Agreement.



This agreement state that you have read and understood the terms and conditions of this handbook and your study with Sydney Design School.

### Student entitlements

You are entitled to:

- / receive confirmation of your enrolment and course information, sent by email within 7 days of enrolment for the Certificate IV in Interior Decoration and within 14 days of attending an interview for the Diploma of Interior Design or the Advanced Diploma of Interior Design.
- / attend your nominated course(s) provided that you comply with the terms and conditions as agreed at time of enrolment
- / receive a certificate that confirms your qualification and lists your attained competencies on completion of one of our accredited courses; and/or
- / receive a Statement of Attainment that lists the competencies that you have attained on completion of one of our short courses or a Statement of Attendance if there are no assessments and competencies contained in the Short Course / Workshop

Note: You are not entitled to transfer your enrolment to any other person.

### Student obligations

As a student of Sydney Design School you agree to:

- / fully inform us in writing of any disability, impairment or long term condition suffered by you either at the date of this agreement or during the period of the course(s)
- / inform us in writing if there is a risk to your health by you participating in the course(s)
- / pay all agreed and additional fees before the due date
- / inform us of any change of residential address, email address, contact numbers or any other information relevant to your enrolment
- / take responsibility for all of your personal items on campus and acknowledge that the School is not accountable for any loss or damage to such items
- / comply with your obligations specified in the Student Handbook
- / ensure you have all necessary materials and equipment to enable you to complete your assessment activities

### Student responsibilities

As a student of Sydney Design School you agree that:

- / your participation in the course(s) is your sole risk and responsibility
- / you will not attend the course(s) if you are not medically or emotionally fit enough to do so;
- / you will not attend the course(s) accompanied by a child; and
- / you will indemnify us for any liability, loss or damage that you or any other person suffers as a result of participating in the course(s)

### What we expect of our students

As a student of Sydney Design School we ask that you:

- / respect other students and staff at the School and treat them in a courteous, polite manner
- / turn off your mobile phone while you are in the studios
- / clean up after yourself in the kitchen area, especially the microwave and fridge
- / do not bring food or drink into the design studios (the student lounge is available for the consumption of food and beverages)
- / respect others in the design studios, sample studio and general areas when talking to others or using your mobile phone
- / approach the General Manager if you have an issue with the course content, other students or Educators



/ do not smoke inside the School, including the balcony or on the stairs at the front door of the building as this affects other residents

## Our facilities

### Design studios

Our design studios are equipped with tables, chairs and pin boards for critique sessions. There are bluetooth speakers available for music during studio time. Please confirm with your Educator that the music you wish to play is appropriate and not overly loud.

### Design Kit /art supplies

To commence any career course at Sydney Design School you are required to purchase a Design Kit. The cost is \$595 (inclusive of GST) which is payable prior to the commencement of your course. If you withdraw before the course commences you will receive a full refund of the Design Kit.

You will be required to purchase incidental art supplies during your course.

You can purchase basic art materials at reception.

### Our sample library

Our sample library is fully stocked with a variety of materials and magazines, which are available for use in sample and concept boards. Please respect and look after this space carefully. Samples should be returned to their section immediately after use. If you do cut samples please ensure that you do it neatly and leave the name, supplier and details on the remaining sample.

### Our reference library

There is a comprehensive reference library available to students. The library books and magazines should not be removed from the School under any circumstances and returned to their section at the end of each session.

### Printing and copying

Students have access to a photocopier/printer at the School. To be able to use the photocopier, you need to put money onto your student account at reception. The cost of photocopying is as follows:

A4 B/W	10 cents
A4 Colour	80 cents
A3 B/W	20 cents
A3 Colour	\$1.50

### Studios and CAD room access

You are welcome to come and use the studios and CAD rooms on days when no classes are scheduled and during some school holidays. Reservations **MUST** be made at reception at least 24 hours prior to the required access. **No food or drinks are permitted in the studios, except for water bottles with sealed lids.**

### Magazines

We subscribe to the latest interior design and decoration magazines, which are available in the student lounge.

We ask that these magazines are **NOT** cut up for concept or sample boards. A box of magazines is available in each studio for this purpose. If you have spare magazines at home which you would like to donate, please bring them in and hand them into reception.

### Stanton Library North Sydney

You are encouraged to join Stanton Library in North Sydney and use it as a resource when researching for interior projects.

There is a wide range of interior and architectural books and magazines available.

Address: 234 Miller Street, North Sydney NSW 2060

Phone: (02) 9936 8400

### Bar, kitchen and student breakout areas

The kitchen has a fridge, microwave and sandwich press available for student use and the student breakout area has inside seating. Please ensure that you take any uneaten food with you at the end of the day. The fridge is cleaned out each Friday.

We ask that you put your dirty cups and plates into the dishwasher and clean up if you make a mess in the kitchen.

### Outdoor patio

The outdoor patio is for students and Educators. Please bring your plates and cups into the kitchen after use and place in the dishwasher.

### Facebook and Instagram

Our Facebook and Instagram pages feature great insider tips on special events and products that design students shouldn't miss. We encourage students to think about their social media profile from an early stage. Remember to use #sydneydesignschool when posting on your accounts.

### SDS Inspire

SDS Inspire is our internal student newsletter that promotes events and launches and keeps you in touch with what is happening at Sydney Design School. We send the newsletter out each month to keep your finger on the pulse of the Sydney design community. Remember to check your emails, including your junk folder, for the SDS Inspire and let us know if you do not receive it.

### Student alumni

Graduates of Sydney Design School are invited to join the student alumni. The School presents a wide range of professional development activities including Launch your Career and business and design related events.



# Our Courses

## Accreditation & VET programs

Sydney Design School's courses are accredited Vocational Education and Training (VET) programs. VET programs have the following characteristics that distinguish them from any other programs:

- / designed to meet industry training needs
- / supported by industry in curriculum design and program delivery
- / derived from national training packages or designed to address industry needs (accredited programs); and
- / designed to provide clearly defined pathways to further education, training and employment

Sydney Design School is accredited by the Australian Skills Quality Authority (ASQA) who is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

The VET Quality Framework (VQF) is a unified system of national qualifications in schools, vocational education and training (TAFEs and private providers) and the higher education sector (mainly universities). This national system of educational recognition promotes lifelong learning and a seamless and diverse education and training system.

The qualifications and statements of attainment offered by Sydney Design School are nationally recognised.

## We offer the following qualifications:

- / Certificate IV in Interior Decoration (MSF40118)
- / Diploma of Interior Design (MSF50218)
- / Advanced Diploma of Interior Design (MSF60118)

## Units of study

### Certificate IV in Interior Decoration (MSF40118)

Unit No	Unit Name	Descriptor	Competencies
SDS01	Foundations of Design and Colour	<p>Embrace core skills from concept development and drawing to the elements and principles of design and composition.</p> <p>Develop an understanding of the design industry, work practices and opportunities.</p> <p>Explore the inspiring world of colour and learn how to create dynamic schemes. Be introduced to colour theory, colour schemes and the psychology and manipulation of colour. Explore the technicalities of paint and develop paint specifications.</p>	<p>CUADES301 Explore the use of colour</p> <p>CUADES302 Explore and apply the creative design process to 2D forms</p> <p>CUADES304 Source and apply design industry knowledge</p> <p>CUADES305 Source and apply information on the history and theory of design</p> <p>CUAACD311 Produce drawings to communicate ideas</p> <p>MSFID4016 Design colour schemes for interior and exterior spaces</p>
SDS02	Interior Planning and Design	<p>Learn the fundamentals of interior design, site evaluation, space planning for kitchens, bathrooms, living and outdoor spaces and lighting for a range of residential environments.</p>	<p>CUAACD313 Produce technical drawings</p> <p>MSFID4013 Design residential interior lighting</p>
SDS03	Interior Schemes and 3D Visualisation	<p>Visualise your designs in three dimensions through sketching, model making and perspective drawing. You will use rendering techniques to create professional presentations for your client.</p> <p>Explore all aspects of interior decoration including furniture, furnishing, upholstery and window treatments.</p> <p>Learn how to construct an interior scheme and present professional sample boards and specifications.</p>	<p>CUADES303 Explore and apply the creative design process to 3D forms</p> <p>CUADES423 Research and apply techniques in spatial design</p> <p>MSFID4015 Prepare materials and finishes boards for client presentation</p> <p>MSFID4017 Research and recommend furniture and accessories</p> <p>MSFID4021 Design soft furnishing solutions for interior spaces</p>
SDS04	Residential Decoration	<p>Prepare for the world of professional design by working on a real residential project – from initial client briefing right through to the final presentation. Learn the business skills to get started in the industry.</p>	<p>MSFGN4001 Research and meet ethical and compliance requirements</p> <p>MSFID4012 Decorate residential interiors</p> <p>CUADES411 Generate design solutions</p> <p>CUADES413 Develop and extend design skills and practice</p>

## Diploma of Interior Design (MSF50218)

Part 1: Units SDS01 to SDS04 as listed for Certificate IV in Interior Decoration (MSF40118)

Unit No	Unit Name	Descriptor	Competencies
SDS05	SketchUp for Designers	Create realistic floor plans and interior models using SketchUp then render your work in SU Podium. This user-friendly program enables you to create photorealistic visuals that will enhance your portfolio.	CUAANM313 Create 3D digital models
SDS06A	AutoCAD and Interior Construction	Learn the fundamentals of interior building construction and extend your drawing skills with AutoCAD. Create an impressive collection of precise residential floorplans and elevations to add to your portfolio.	MSFID5025 Develop residential interior design project documentation
SDS06R	Revit for Designers	Learn how to navigate this essential industry standard BIM modelling software. Design and build sophisticated interior spaces and create realistic 3D presentations of your working model.	MSFID4014 Produce digital models and documentation for interior design projects
SDS07	Residential Planning	Design, plan and model residential spaces by manipulating 3D space using extensions, voids and stairs.  You'll present your ideas using a range of 2D and 3D media.	MSFID5021 Evaluate site structure and services for interior design briefs MSFID5020 Design residential interiors MSFID4019 Research interior decoration and design influences
SDS08	Advanced Colour and Finishes	Learn what drives colour trends and future forecasting as you explore a diverse range of schemes for residential homes, exteriors and public spaces.	MSFID5027 Research and recommend colour applications and finishes
SDS09	Small Commercial Design	Extend your conceptualisation and design skills to complete a range of small commercial projects.	MSFID5022 Explore and apply creative design methodology to interior spaces
SDS10	Workplace Design	Explore the exciting and fast moving world of workplace design including office and retail spaces.  Create a joinery package to showcase your documentation skills to potential employers.	MSFID5024 Design workplace interiors
SDS11	Hospitality Design	Develop and apply your conceptual design skills to a range of hospitality spaces including bars and restaurants.  Prepare a professional resume, portfolio and exhibition space for graduation.	CUADES512 Establish, negotiate and refine a design brief

## Advanced Diploma of Interior Design (MSF60118)

Part 1: Units SDS01 to SDS04 as listed for Certificate IV in Interior Decoration (MSF40118)

Part 2: Units SDS05 to SDS11 as listed for Diploma of Interior Design (MSF50218)

Unit No	Unit Name	Descriptor	Competencies
SDS12	Hotel Design	Explore the operational and functional aspects of hotel design and planning. Focus on the details required for back of house, public, eating and event spaces and develop stylish solutions for a range of room types.  Be part of a small studio design team and learn how to pitch yourself and your ideas.	CUADES612 Research global design trends CUAPPR612 Collaborate in professional creative projects
SDS13	Retail Design	Extend your knowledge of retail design and embrace the latest thinking on retail roll-outs.  Prepare a comprehensive industry standard documentation package that will become an important part of your portfolio.	MSFID6014 Design for retail interiors MSFID6010 Design commercial interior lighting MSFID6020 Develop commercial interior design project documentation
SDS14	Commercial Design Projects	Learn the specialist skills to work in this rapidly growing area of design.  You'll focus on aged care, retirement living or education and present your large scale commercial design with impressive photorealistic imagery.  Develop your signature style through the instigation, development and management of your own project brief. Be supported by an industry mentor and develop a portfolio that reflects your unique interests and industry ambitions.	CUADES611 Manage design realisation BSBCRT512 Originate and develop concepts MSFID6019 Produce digital presentations for commercial projects



### Accredited short courses

We also offer the following short courses:

- / SketchUp for Designers
- / Revit for Designers
- / AutoCAD and Interior Construction
- / Interior Communication (SketchUp, AutoCAD and Revit)

### Non accredited short courses

- / Interior Decoration Workshop
- / The Creative Business Workshop

### Enrolment

After you have submitted an enrolment form and made the deposit/full payment for the Certificate IV or short course, you will receive a confirmation letter and email that will confirm the details of the course including start dates and other important information. Upon submitting an enrolment form for the Diploma or Advanced Diploma course we will contact you to arrange an interview as part of our enrolment process.

### Re-enrolment

Re-enrolment only applies to students that are about to complete a course and wish to continue their studies in a new course. Re-enrolling students are required to complete and submit a Notification of Re-Enrolment form prior to the new course commencing. This form can be found in the [Student Hub](#) of the eCampus during enrolment periods. We suggest students thinking about this option meet with the Course Advisor to discuss the next steps in this process.

### Course induction (prior to course commencement)

As part of the enrolment process you are required to complete an online course induction via our eCampus which will include:

- / information about the School and its facilities
- / computer and equipment requirements
- / how your course is structured and delivered
- / how your work will be assessed
- / policies and procedures contained in the Student Handbook
- / information about fees, VET Student Loans and instalment plans; and
- / information about SDS Connect, our careers service

### Course orientation

On the first day of your course you will complete an orientation on campus which includes:

- / an introduction to the school, staff, the campus facilities and your class members
- / the semester timetable and where to access it
- / a demonstration on the online learning resource called the eCampus
- / collection of your Design Kit (this contains all of the tools and equipment needed to complete the course)
- / setting up your profile on our student Wi-Fi

### Fees and Instalment plans

By enrolling into a course or accepting a place, students are entering into a contractual agreement with Sydney Design School. Students paying by instalments will receive an instalment schedule showing payment amounts and the dates as part of the enrolment process. You will also receive instructions and a link to complete a direct debit authority for Ezidebit, our third party provider. Payment methods for Ezidebit include credit card or bank account options. If a student becomes more than two months in arrears of their agreed instalment plan and have not contacted the General Manager with regards to their particular circumstance, Sydney Design School reserves the right to temporarily suspend their access to online resources and attendance at sessions on campus.

For international students please see the International Fee Schedule for current instalment due dates.

### Payment options

Where applicable, deposit/course payments are made through PayPal at the time you complete the enrolment form. There is a 2% processing fee that will apply to PayPal payments.

The following transaction fees are applied from Ezidebit:

- / A transaction fee of \$1.20 applies to payments from a bank account
- / A transaction fee of 2.5% applies for Mastercard and Visa payments
- / A transaction fee of 4.4% applies for Diners and American Express payments

### VET Student Loans

VET Student Loans is an Australian Government program that commenced on 1 January 2017, replacing the VET FEE-HELP scheme, which ceased on 31 December 2016. Students undertaking our Diploma and Advanced Diploma courses are eligible to apply for a student loan through the scheme to fund part of their tuition fees to the capped value of \$16,221.

There are specific criteria students must meet to be eligible to apply for a student loan which are as follows:

- / You have not exceeded the lifetime HELP loan limit, for 2022 this limit is \$109,206
- / You have a valid Tax File Number or supply a "Certificate of Application for a TFN"
- / You are an Australian citizen on special category visa (SCV subclass 444) who meets the long term residency requirements
- / You hold a permanent humanitarian visa and usually reside in Australia; or
- / You qualify as a New Zealand citizen

Under the scheme, you will incur liability to pay tuition fees on the census day. If you do not wish to incur a liability for that part of the course you must withdraw before the census day, in writing in line with our withdrawal procedure.

Information on covered fees (fees covered by VET Student Loans) and any additional fees including the 20% loan fee will be provided to you in a VET Student Loan fee notice issued by email 14 days prior to the census day. The loan fee does not count towards your HELP loan limit. We will also provide you notice of the amount of your course tuition fees covered by the loan and the gap in fees you will need to pay. You will receive this before the first census date for your course. More information on census dates are below.

There is no interest charged on HELP debts, however your HELP debt is indexed annually each year on 1 June. Debts are not indexed until they are 11 months old.

If you use a VET Student Loan, you will not have to make any repayments in the 2021-2022 income year unless your income is \$47,014, or above.

From 1 July 2017, a student engagement and progression requirement applies to your continued access to a VET Student Loan. You will be required to log in periodically to confirm your active and legitimate enrolment in the course otherwise you will not be able to access loan amounts.

## Applying for a VET Student Loan

Step 1: Download the information booklet on our website “VET STUDENT LOANS Information Booklet”

Step 2: Complete “Request for a VET Student Loan eCAF” by the first census day (when you sign and submit this form you declare that you have read the information booklet and that you are aware of your obligations under VET Student Loans)

Before you can complete the eCAF form you must have enrolled with Sydney Design School and indicated that you wish to access a VET Student Loan. We will then give the department your enrolment information, including the nearest applicable census day, through the eCAF system. You will then receive an email from the department allowing you to sign into the eCAF system. You will need to verify the pre-populated information and complete the mandatory fields. You can then submit the eCAF form - the system will email you a copy of your completed form.

If you are under 18 years of age, a parent or guardian must co-sign the form. However, this is not necessary if you have been assessed by Centrelink as meeting the requirements for receiving the independent rate of Youth Allowance. You will need to provide evidence of this assessment in the form of your Centrelink Income statement.

If you have any questions, concerns or require more information regarding any element of VET Student Loans you can contact the Department of Education, Skills and Employment’s Student enquiry line on 1800 020 108 or email [VETStudentLoans@education.gov.au](mailto:VETStudentLoans@education.gov.au)

## Census dates

The census date is the last day you can withdraw from a unit of study without incurring financial liability or academic penalty. The census dates are available on our website and are different for each course and timetable option. If you are using VET Student Loans as a payment method we will provide an invoice at the start of each term to ensure you have all the information you need to make your study and payment decisions.

## Refund policy

### Certificate IV in Interior Decoration and Interior Communication

Classes are subject to cancellation if minimum numbers are not met, and a full refund will apply. Our refund policy is:

- / a full refund of your deposit less an administration fee of \$275 (inclusive of GST) will be paid if you cancel up to and including 7 days prior to your course commencement;
- / your deposit will not be refunded if you cancel 6 days or less prior to your course commencement;
- / if you cancel after your course has commenced but before the census dates, no further fees will be applicable;
- / if you cancel after the census date of a particular unit, the full unit fee is payable; and
- / if you cancel after the census date and are on an Ezidebit instalment plan your payments will continue if there is a balance owing on the current or previous term’s unit fees until they are paid in full. Fees paid in excess of the current term’s unit fees will be refunded.

### Diploma of Interior Design and Advanced Diploma of Interior Design - Domestic students

Our refund policy is:

- / if you cancel after your course has commenced but before the census dates, no further fees will be applicable; and
- / if you cancel after the census date of a particular unit the full unit fee is payable; and
- / if you cancel after the census date and are on an Ezidebit instalment plan your payments will continue if there is a balance owing on the current or previous term’s unit fees until they are paid in full. Fees paid in excess of the current term’s unit fees will be refunded.

## Design Kit

If you are enrolling in the Certificate IV, Diploma or Advanced Diploma course you will be required to purchase a Design Kit. The cost is \$595 (incl. GST) and is due 2 weeks prior to your start date. The Design Kit is not VET Student Loan applicable.

An invoice and payment instructions will be emailed as part of your enrolment process. The Design Kit fee is fully refunded if you withdraw prior to course commencement. No refund is applicable after the Design Kit is received on your first day of class.

## Short Courses

Your short course fee or short course fee deposit will not be refunded if you cancel 5 working days or less prior to commencement.

## Withdrawal from a unit of study on or before the census date - Domestic students

Sydney Design School has a procedure for withdrawing from a unit of study. The Notification of Withdrawal form can be located under “Important Forms” in the Student Hub of the eCampus. Complete the online form and submit. The form is automatically emailed to the Student Registrar. If you withdraw prior to the census date no fees will be incurred.

## Withdrawal from a unit of study after the census date - Domestic students

Students may follow the above procedure to withdraw from a unit of study after the census date. However please note that full payment is required for the units of study that have been commenced once the census date has past. We recommend that you have a meeting with the General Manager before proceeding with a withdrawal that will occur after the census date to ensure that you are aware of all the available information that may impact your decision.

## Deferment policy - Domestic students

Deferment is made available to assist students who are unable to continue with their studies in the current semester because of special circumstances outside of their control that have seriously disrupted their study program. Deferment after commencement of your course or unit of study is allowed in exceptional circumstances.

Before completing a deferment application it is recommended that you first meet with the Student Registrar.

Applications for deferment can be submitted through to the Student Hub of the eCampus. Reasons for deferment must be included in the application form.

These may include:

- / a physical or psychological illness; or
- / personal or family circumstances, including a death or illness of a close relative; or
- / a change of employment conditions

If your reason is medical, then you should supply any relevant medical certificates. If your reason is employment related then you should supply a statement from your employer on their letterhead. All documentation must include the dates of any relevant events or illnesses.

A student may defer from a unit of study on or before the census date as listed on the Schedule of VET Tuition Fees. This date applies to both students on an instalment plan and / or VSL funding.

The schedule is available on the Sydney Design School website and in the Student Hub of the eCampus. A student may defer from a unit of study after the census date but will be required to pay for the units commenced if on an instalment plan or VSL funding. If a student is on an Ezidebit instalment plan, payments will continue if there is a balance owing on the current term’s unit fees until they are paid in full. Fees paid in excess of the current term’s unit fees will be refunded. Units not commenced will be charged upon recommencement.

You will be advised of the outcome of your deferment application within 3 business days via email.

Upon deferment you are required to resume your studies in the next intake, subject to availability. The deferment period is a maximum of 12 months unless a special consideration and extension has been agreed by the General Manager. Students are responsible for contacting SDS to resume their studies within this period. Only one deferment is permitted during the lifetime of an enrolment.

Should you choose not to, or fail to, re-instate your enrolment at the end of the deferment period, your enrolment will be cancelled and a “Statement of Attainment” will be issued listing the competencies achieved prior to deferment. Any subsequent new enrolment will incur current course fees applicable at that time.

### Course cancellation and timetable changes

All classes are subject to cancellation if minimum numbers are not reached. Course content, Educators and timetables are subject to change at the discretion of Sydney Design School. Students will be contacted via email of any course/schedule changes within a reasonable period of time. Class timetables are available in the Student Hub on the eCampus.

### Course format

The practical components of our courses are delivered during studio time and some theoretical components are delivered via our eCampus. Each session is three (3) hours.

### Course resources

One of our values at Sydney Design School is to respect the environment that we work and live in. In light of this we are, where possible, a paperless office. You will be able to access course resources in class via your laptop computer or iPad.

### eCampus

The Sydney Design School eCampus is loaded with resources that you will use in class, a copy of your assessment tasks and additional resources to support your learning. You can also access links to important websites here. You will receive a log-in and password as part of the enrolment process.

### Course timetables

You can access a copy of the course timetable via the eCampus in the Student Hub. The timetable will be available from day one of your course once you have been allocated a class group. Your timetable outlines the session for the day, the resources you are required to bring and dates your assessment activities will be handed out and the dates they are due.



### Attendance

Attendance is an essential part of the course and being late to class disrupts other students and your Educator. You are expected to attend all classes, arrive on time and stay until the end of the class.

Students are expected to maintain an overall attendance rating of over 80%, including international students who are at risk of failing to meet student visa conditions relating to course attendance and progression.

If a student is absent for three or more classes during a semester, they will be required to have a meeting with the Student Registrar. It may be required that aspects of the course be repeated. A roll is taken at the beginning of each class and it is noted if a student is late or leaves early. Being on time shows respect for the Educator, peers, and a commitment to the course of study.

Educators present an overview of the lesson and any theory component at 9.30am (day students) or 6.15pm (evening students) and this information will not be repeated for those students who are late unless there is a valid reason. Please advise your Educator upon arrival. Should a problem arise that may affect a student's start time they should advise reception so that your Educator can be notified.

### What happens if I miss a class?

If you miss a class due to exceptional circumstances or illness you will be able to review the information for that session on the eCampus and the Student Registrar. will advise of anything in addition that you are required to complete. It is essential that you have advised reception so that the Educator is notified. You will be required to **complete a Leave Form**, which can be found on the eCampus under "Important Forms" in the Student Hub. The form will be automatically emailed to the Student Registrar.. If you are absent or going to be absent on a day when an assessment is due, you will also be required to complete an Assessment Extension Form or arrange to submit your assessment in advance.

### Absenteeism (student leave)

If you are unable to attend classes due to illness or unforeseen circumstances, you are required to contact reception prior to 9.30am (day classes) and 6.15pm (evening classes) on the day of the class.

A Leave Form must be submitted for absences. This can be located in the Student Hub of the eCampus under "Important Forms".

If you are required to take leave during a semester for a special event such as a wedding, overseas trip or other event, you are required to complete a Leave Form with any supporting documentation. This will automatically be emailed to the Student Registrar.

In the event of illness or leave it is the responsibility of the student to access any missed notes or information presented in the session. Term dates are available from reception or the front of this Handbook. It is strongly recommended that you plan your leave or travel around these dates.

### Private lessons

Private lessons are available subject to Educator availability for students who have missed essential course content or who would like additional guidance in a particular area of study. The cost of a one-hour private lesson is \$88 (inclusive of GST). Please contact reception to discuss availability.

### Industry/site visits and excursions

You are expected to participate in a wide range of industry and site visits as part of your course. Cost and travel associated with excursions or site visits is your responsibility. You will be given adequate notice of visits and car-pooling is recommended to keep costs at a minimum. Site visits provide students with networking and other professional development opportunities.

### SDS Presents

Throughout the term we have scheduled visits from representatives of the design industry. You will be advised when these occur.

# Assessment

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Both informal and formal techniques are used to assess your competency. This means assessments are not graded (Pass, Credit, Distinction) but are marked as Competent or Not Yet Competent. As you progress through the course we use informal assessment to prepare you for your final assessment activities. This may include quizzes, informal presentations and critiques with your Educator. To be competent for an eQuiz you are required to achieve 80% or higher. You may attempt eQuizzes multiple times until you achieve 80%.

At your course orientation you will be advised about formal assessments and when they will take place. Each assessment brief will detail the assessment criteria and guidelines for each assessment activity. You must achieve competency in all assessment activities to complete the course.

You are provided with details for each assessment activity with assessment criteria against which the assessment will be marked and presentation requirements. Once assessment activities have been marked you will receive digital feedback via the eCampus. You will receive an email notification once the feedback is available.

## Submission of assessments

The timely submission of assessments or the appropriate request of an extension is the responsibility of the student.

All students are required to submit a copy of their assessments online to the eCampus, in PDF format, by the due date. The due date is specified on the class schedule, 9.30am for day classes and 6.15pm for evening classes.

Our Assessment Guidelines Booklet and instructional videos for this process are available on the eCampus in the Student Hub under study tools. These guidelines also include how to compress files into one PDF for upload.

Before submitting physical assessment work to reception on the due date, students are required to attach an assessment label to all pieces of work. The correct template for labels can be found in the Student Hub on the eCampus. Students should print this template prior to their first assessment being handed in.

If a student is unable to hand in an assessment then it may be delivered to reception by a third party. If this is not possible, students are required to upload a copy of their assessment to the eCampus by the designated date and time and must email the Student Registrar as to the reason they are unable to make it to the campus. The student will be required to hand in their physical submission at reception the next time they are on campus.

If a student's submission is late and they have not completed an "Assessment Extension Request Form" they will receive an academic caution. They will be required to submit their assessment within 24 hours. Failure to do this will result in a grade of "Not Yet Competent". The student will then have one opportunity under the "Resubmission Policy" to obtain competency in that assessment.

For assessments where there is a critique, students are required to upload a copy of their assessments online to the eCampus, in PDF format by 9.00am for day classes or 5.45pm for evening classes. If students have not uploaded their assessment by this time, they forfeit the right to present to the educator and / or client.

Students that miss a critique where an extension has not been granted and have not provided a medical certificate for the day of the critique, will forfeit the right to present to the Educator and/or client and must provide a video or audio file of their presentation. There will be a charge of \$44 (GST inclusive) for the Educator to review the submission. Students will receive an academic caution and will have 24 hours to submit their assessment. Failure to submit an assessment in this time will result in a grade of "Not Yet Competent". Students will then be required to meet with the Student Registrar to discuss the reasons for failing to meet the submission deadlines. The student will then have one opportunity under the "Resubmission Policy" to obtain competency in that assessment.





### Requesting an assessment extension

Students are notified of assessment details well in advance of due dates. They are published on the class schedules and are available from the first day of classes. Class schedules are located in the Student Hub on the eCampus.

Consequently, extensions will only be granted in exceptional circumstances which are judged to be unforeseen and beyond the student's control. An application for an "Assessment Extension" MUST be submitted at least three working days before the assessment is due, unless unforeseen circumstances prevent the student from applying within this period. All requests must be accompanied by independent supporting documentation. The "Assessment Extension Request Form" is available in the Student Hub on the eCampus under "Important Forms" and is submitted directly to the Student Registrar for review.

The Student Registrar will only grant an extension on medical, compassionate or other serious grounds. Extensions of up to one week may be granted.

Should a student not meet these requirements they will be required to attend a meeting with the General Manager.

If a student is unwell on the day that an assessment is due, you are required to contact reception and provide an Assessment Extension Request Form before 9.00am. You will be required to provide a medical certificate as soon as possible.

Students should note that submitting a request for an extension does not automatically mean that it will be granted. Sydney Design School reserves the right to refuse an extension if the criteria for an extension is not met.

### Resubmission of assessments

Should a student be deemed "Not Yet Competent" for an assessment, they will be given an opportunity for a resubmission.

The resubmission is due within one week of the date of a student's feedback being released on the eCampus for Units SDS01 to SDS404 and two weeks of the date of a student's feedback being released on eCampus for Units SDS05 to SDS14.

The student will receive written and / or verbal feedback on the original assessment to clearly indicate why the assessment has not achieved competency and what needs to be addressed to then achieve competency

If a student has extenuating circumstances they will be required to discuss their situation with the Student Registrar or General Manager and due dates may be negotiated.

If an assessment resubmission is not submitted by the due date and time the student will receive an Academic Caution (see Course Progression Policy) and will be required to liaise with the Student Registrar.

If a student is required to resubmit a second time, they will be given an academic caution. The Student Registrar will contact the student to arrange for them to meet with a relevant Educator to review their assessment and the feedback received against the assessment brief and discuss the situation. In this instance the student will receive two weeks to resubmit the assessment.

No further resubmissions will be allowed. Failure to achieve competency in an assessment will therefore affect the students ability to continue into further units of study within their course.

### Assessment appeal policy and procedure

Each student has the right to appeal against an assessment decision, based on the valid grounds identified by Sydney Design School. The student is the only person who can lodge an appeal. In the case of an assessment appeal, the student must complete the "Assessment Appeal Form" located in the Student Hub of the eCampus under Important Forms. The form is automatically sent to the Student Registrar.

Students will be sent a written statement listing the outcome of the appeal and reasons for the decision. The appeal and the outcome of the appeal will be recorded in writing and kept on file.

Appeals must be lodged by students within five working days of the assessment feedback and result being released.

If an assessment appeal is accepted as valid, the assessment will be re-marked by another Educator. The previous mark will be deleted, and the new mark will be recorded as the mark received for the assessment.

### Valid grounds for appeal:

- / the grade was not based on assessment marking criteria as specified in the Sydney Design School assessment brief
- / the grade may be objectively considered unfair based on stated criteria and quality of work
- / obvious bias affecting the assessment result – this must be supported by specific instances
- / other grounds accepted for appeal by the General Manager

### Invalid grounds for appeal:

- / students uncertainty about the objectives of the assessment
- / the standard required to receive particular grades in the assessment
- / over-enrolment or over-commitment to work on the part of the student
- / personal and medical problems (which should normally be dealt with by an extension request or deferral of studies)
- / financial implications of not passing the assessment/unit or delays to completing the course
- / grades received by other student in the same assessments
- / the amount of work the student has done
- / a penalty imposed for plagiarism in accordance with Sydney Design School's policies
- / general grievances

Please note: Personal, medical and employment difficulties will not be considered as valid grounds for an assessment appeal. Students experiencing such difficulties should meet with the Student Registrar or General Manager to discuss their options.

### Course Progression

Sydney Design School proactively monitors students' progression in order to provide timely intervention and appropriate support, and to ensure that students do not incur unnecessary debt and continue to achieve their academic goals and course outcomes.

Course progression is monitored throughout the semester to ensure students have appropriate time for action prior to census dates. Students are required to make satisfactory course progression to maintain enrolment in their course.

There are three stages of intervention in the management of unsatisfactory course progression. These stages are: Academic Caution, At Risk Warning and Discontinuation of Enrolment. The General Manager and Education Manager approve the criteria by which students are considered to be making unsatisfactory course progression and approve criteria by which students are identified at the three intervention stages.

### Academic Caution

An Academic Caution will arise when a student does one of the following:

- / has not submitted an assessment within 24 hours of the due date without applying for an assessment extension
- / has received a "Not Yet Competent" for a resubmitted assessment
- / has missed a resubmission due date without negotiating with the Student Registrar

Students who meet this criteria will be notified by email. The communication will:

- / inform the student that they are receiving a Caution
- / inform the student of the reason they are receiving a Caution
- / inform the student of support available
- / inform the student should they receive three cautions per semester that they will be escalated to the second stage of the process and receive an "At Risk Warning"



## At Risk Warning

This is defined as students that:

- / have received 3 Academic Cautions per semester or;
- / have outstanding assessments at the end of the semester or;
- / have received a high number of assessment extensions due to time management, or
- / have not maintained 80% attendance and / or have missed 3 or more consecutive classes during the semester without prior notification of absence, resulting in students falling behind in course work and assessments or
- / an Educator has expressed concerns regarding their ability to understand course content and continue into the next unit of study

Students who meet any of these criteria will be notified by email. The communication will:

- / inform the student that they are at risk of either not graduating or not continuing their studies into the following semester
- / inform the student as to the reason they are receiving the “At Risk Warning”
- / inform the student that they are required to meet with the General Manager prior to attending their next scheduled class

In the meeting with the General Manager the reasons for an “At Risk Warning” will be discussed along with strategies and additional support that the school can offer. The student will have the opportunity to discuss their situation and bring any supporting documentation that may need to be reviewed in determining their suitability/ability to continue into the next unit of study. Options of extension to study, deferral or withdrawal will also be discussed.

Students at this stage are encouraged to assess their commitment to their studies and/or consider a course at a more appropriate level of study.

## Unsatisfactory course progression and discontinuation of enrolment

This is defined as students that:

- / have not attended classes or failed to contact Sydney Design School for 2 months
- / have outstanding assessments and despite all above efforts from Sydney Design School have failed to make any effort to submit

Students who meet either of these criteria will be notified by email. The communication will:

- / inform them of Sydney Design School’s intention to cancel their enrolment within 3 days from date of notification
- / inform them that Sydney Design School is cancelling their enrolment due to “Non Communication” and a Statement of Attainment will be issued
- / inform the student that they are required to meet with the General Manager prior to attending their next scheduled class

The enrolment of students who are considered to be making unsatisfactory course progression will be discontinued unless the student is able to show cause.

Students should include as much relevant information as possible to help Sydney Design School reach a decision including:

- / any compassionate or compelling reasons for the student’s previous performance, supported by documentary evidence,
- / any remedial action undertaken since the student was advised of the academic caution or of being at risk of unsatisfactory course progression, and
- / how the student intends to improve their academic performance if permitted to continue their studies.

A full copy of the Course Progression Domestic Policy STU21A and Course Progression International Policy STU28A can be found in the Student Hub on the eCampus.

Note: Assessment is a significant part of your course program so it is vital that you are familiar with the policies related to assessment and course progress. All our policies and procedures can be found in the Student Hub of the eCampus on a dedicated page.

## Plagiarism

### What is plagiarism?

‘Plagiarism is the “wrongful appropriation” and “purloining and publication” of another author’s “language, thoughts, ideas, or expressions,” and the representation of them as one’s own original work.’ (Plagiarism, 2013)

Note: This also applies to the use of images and diagrams.

In Australia the rights of original authors, such as writers, photographers, designers, etc. are protected by laws such as the Federal Copyright Act 1968 and it’s subsequent amendments.

### Examples of plagiarism

- / Handing in someone else’s work as if it were your own;
- / Copying someone else’s words, ideas or images without giving them credit as the creators;
- / Copying so many words or ideas from a source that it makes up the majority of your submitted work. It doesn’t matter how much you reword in your own style, it still needs to be referenced!

### How do I protect myself from plagiarism?

At Sydney Design School, just as with every other vocational and higher education institution, we require all students to accurately cite all their sources of information.

In written reports we require you to reference these sources of information using what is called the ‘Harvard System’.

The Harvard System is a simple way of placing shortened in text references within the text of your report and then writing a full reference for this shortened reference in a Reference List at the end of your written report.

### Why do your Educators need to see references?

By accurately referencing all your sources of information you ensure that your Educators can see:

- / Where you obtained your information (or images) from and that your sources of information are reliable;
- / That you are aware of your legal responsibility to acknowledge the copyright and intellectual property of the original authors;
- / That you are looking widely enough in your research to adequately understand the subject.

Note: Sydney Design School suggests that a minimum of three to five references (sources of information) should be referred to in order to adequately investigate a subject in a written report.

### What is an in-text reference?

An in-text reference is a shortened citation of a specific source for your information placed in brackets directly after you have either:

- / Quoted – copied a sentence or series of sentences word for word from a publication or the internet placed between quotation marks; or
- / Paraphrased – rewritten in your own words information directly sourced from a publication or the internet.

An example of a quote:

In 2009 the Sydney based interior designer Ruth Levine designed the interiors for a penthouse apartment in Brisbane. The Norman Reach Penthouse “features seamless connections between the living spaces, with an aesthetic inspired by the simple elegance of 1950s design.” (Norman Reach Penthouse, 2013)

An example of paraphrasing:

The Norman Reach Penthouse, designed by Ruth Levine in 2009, has an aesthetic inspired by the 1950s. Its key design feature is the seamless connection created between living spaces. (Norman Reach Penthouse, 2013)

### What is a reference list?

This is an alphabetical list of all the sources of information you referred to and used to write your report.

An example of a reference list:

#### REFERENCE LIST

##### Publications

Francis D. K. Ching, 2004. Interior Design Illustrated 2nd Edition. 2 Edition. Wiley.

David Littlefield, 2008. Metric Handbook: Planning and Design Data, Third Edition. 3 Edition. Routledge.

##### Internet

Norman Reach Penthouse | Australian Design Review. 2013. Norman Reach Penthouse | Australian Design Review.

[ONLINE] Available at: <http://www.australiandesignreview.com/designwall/282-norman-reach-penthouse>. [Accessed 14 November 2013].

People: Tina Engelen | CO-AP | Architects | Sydney | Australia. 2013. People | CO-AP | Architects | Sydney | Australia.

[ONLINE] Available at: <http://www.co-ap.com/people/>. [Accessed 14 November 2013].

Plagiarism - Wikipedia, the free encyclopedia. 2013. Plagiarism - Wikipedia, the free encyclopedia. [ONLINE] Available at: <http://en.wikipedia.org/wiki/Plagiarism>. [Accessed 14 November 2013].

##### Images

Richard Glover, 2013. Bronte House, Sydney – Architect: Virginia Kerridge | Interiors. [DIGITAL IMAGE - ONLINE]

Available at: <http://www.richardglover.com/interiors>. [Accessed 14 November 2013].

#### Recognition of Prior Learning and Recognition of Current Competency

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) acknowledges skills and knowledge obtained through:

- / formal training, conducted by industry or educational institutions either in Australia or overseas
- / work experience; and
- / life experience

If you wish to apply for RPL you are required to complete an RPL Application Form and gather a portfolio of evidence against the unit learning outcome and assessment criteria. Please see reception for more information. An administration fee of \$275 (GST Inclusive) applies to all applications and is charged at the time an application is submitted.

#### Credit transfer

Sydney Design School recognises qualifications or statements of attainment issued by another Registered Training Organisation. If you wish to apply for credit transfer, you will need to discuss your application with the Student Registrar

#### Issuance of qualifications

Sydney Design School issues Qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with all appropriate national guidelines.

# SDS Connect

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#### Careers at Sydney Design School

Our industry led approach to training ensures our graduates stand above their peers when it comes to gaining employment in the interior design and decoration industry.

Our graduates get jobs because they are highly skilled, work ready and have an impressive professional portfolio of work when they step out into the workforce.

We connect leading interior design and decoration firms with our best students and graduates to provide the best possible outcomes in career development.

## Careers advice

SDS Connect is an individual careers coaching service offered to students to provide advice on career choices and opportunities for employment.

### SDS Connect services include:

- / advice on career mapping and employment opportunities
- / portfolio and resume preparation
- / access to our job placement service
- / coaching on career choices and role selection
- / industry networking opportunities through our 'Launch your Career' day and in-house seminars

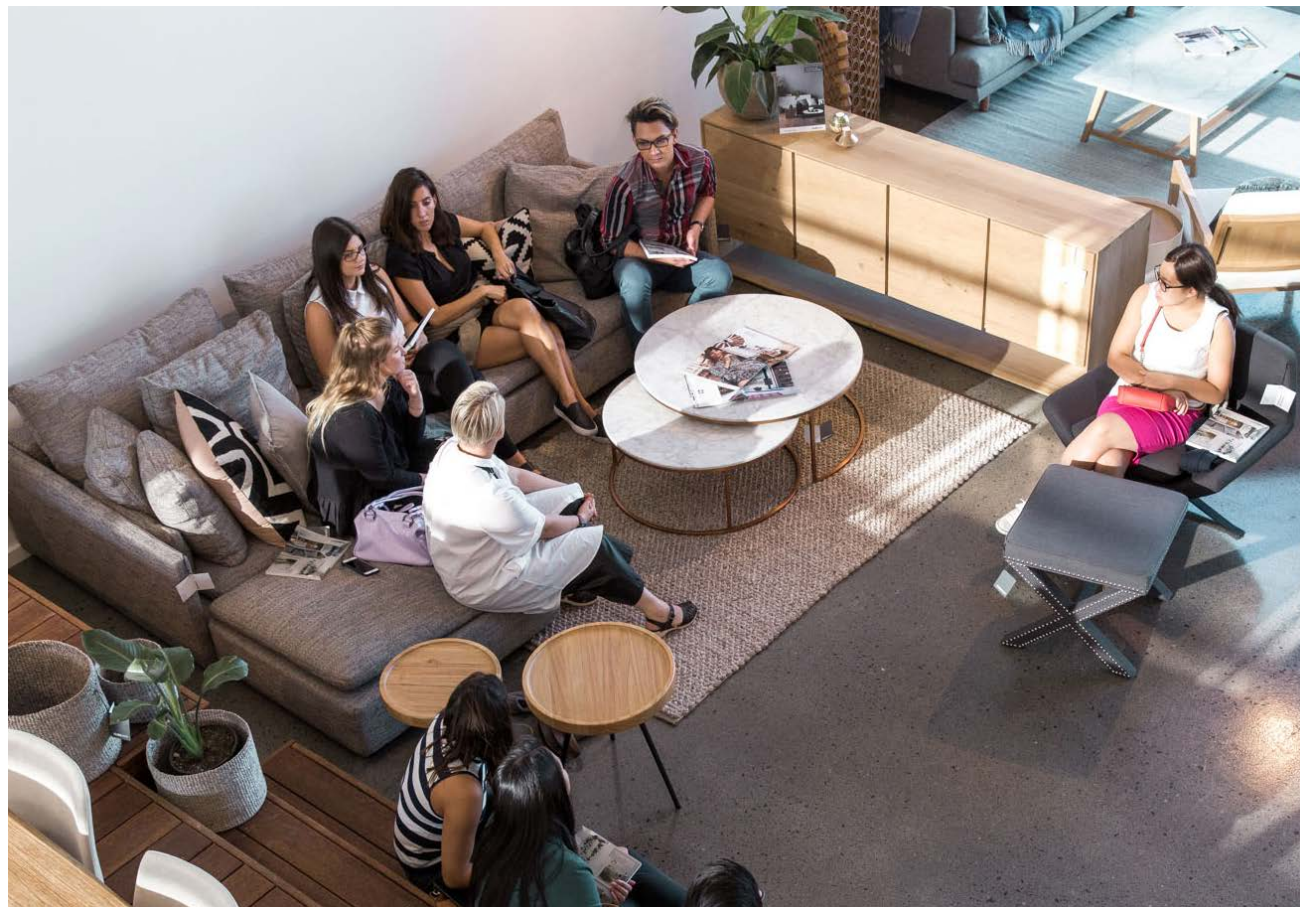
### SDS Connect job placement service

Our unique job placement service is free of charge to students and graduates of Sydney Design School. Employers advertise roles on our careers page and we shortlist appropriate candidates for their approval.

## Launch your Career

Each semester we run 'Launch your Career' for all graduating students. In this informative session we cover:

- / important facts about working in the industry from a specialist recruiter
- / working and progressing in the interior design and decoration industry
- / portfolio and resume tips from an employers' perspective
- / presentation techniques



# Our Policies

## Our commitment to you

We must provide:

- / the course(s) undertaken by you in a professional and timely manner
- / training and support to help you achieve success in your course(s)
- / assessment and evaluation of your proficiency in your course(s); and
- / a training environment which takes into consideration learner needs

## Access and equity

Sydney Design School is committed to integrating access and equity principles within all services provided to students. We recognise the rights of students and provide information, advice and support that is consistent with our core business values and code of practice.

As a student, you have rights and responsibilities. Under the Anti-Discrimination Act 1977, it is against the law to discriminate against people on the grounds of:

- / sex (including sexual harassment or pregnancy)
- / age
- / disability (includes past, present or possible future disability)
- / race, colour, ethnic or ethno-religious background, descent or nationality
- / marital status
- / sexual orientation; and
- / gender identification

If you feel that you have been discriminated against please speak to the Student Registrar and complete an Incident Form. The incident will be investigated immediately and dealt within the strictest of confidence.

## Complaints/Grievance policy and procedure - Domestic Students

General principles applying to all stages of this grievance procedure which will be adhered to by Design Schools Australia Pty Ltd trading as Sydney Design School, are:

- / the Complainant and Respondent will have the opportunity to present their case at each stage of the procedure
- / the Complainant and the Respondent have the option of being accompanied / assisted by a third party (such as a family member, friend or counsellor) if they so desire
- / the Complainant and the Respondent will not be discriminated against or victimised
- / at all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation for decisions and actions taken as part of this procedure will be provided in writing to the Complainant and / or the Respondent if requested
- / records of all grievances will be kept for a period of five (5) years. These records will be kept strictly confidential and stored in the office of the General Manager
- / a Complainant shall have access to this grievance procedure at no cost

### **Stage one**

Formal grievances should be submitted by completing the online “Complaints and Appeals Form” located in the Student Hub on the eCampus. This form is automatically sent to the Student Registrar, who will confirm receipt of and process the complaint or grievance.

The Student Registrar within Design Schools Australia Pty Ltd trading as Sydney Design School will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within five (5) business days.

The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

### **Stage two**

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the General Manager of Design Schools Australia Pty Ltd trading as Sydney Design School.

The Complainant’s appeal will be determined by an independent and impartial officer of Design Schools Australia Pty Ltd trading as Sydney Design School.

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within five (5) business days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

### **Stage three**

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Design Schools Australia Pty Ltd trading as Sydney Design School.

The details for the external body and contact person are:

Leadr (The National Association of Dispute Resolvers)  
Address: Level 1, 13-15 Bridge Street, Sydney NSW 2000  
Phone: (02) 9251 3366  
Freecall: 1800 651 650  
Email: [leadr@leadr.com.au](mailto:leadr@leadr.com.au)  
Website: [www.leadr.com.au](http://www.leadr.com.au)

Design Schools Australia Pty Ltd trading as Sydney Design School will give due consideration to any recommendations arising from the external review within ten (10) business days.

## Time to complete policy

You must successfully complete your accredited course within the following time from the date of your first enrolment.

- / Certificate IV in Interior Decoration: 2 years
- / Diploma of Interior Design: 4 years
- / Advanced Diploma of Interior Design: 5 years

Where students are able to demonstrate extenuating circumstances further extension of enrolment may be granted by the General Manager.

## Course Non-completion policy

Students who do not complete a full qualification will receive a Statement of Attainment listing the completed competencies.

## Termination of agreement with Sydney Design School

You may terminate the course agreement with Sydney Design School by personally delivering a written notice to the General Manager or if you cannot attend the course(s) as a result of permanent sickness or physical incapacity. You are required to provide a medical certificate stating that you cannot attend the course(s) because of your permanent sickness or physical incapacity. We may terminate or defer this agreement at our discretion by written notice if:

- / you fail to pay the agreed fees and are more than 2 instalment payments in arrears
- / you behave in an unacceptable manner in our reasonable opinion
- / you fail to comply with a reasonable request from us
- / there is a risk to your health if you participate in the course(s) in the reasonable opinion by us, in which event the whole of the course fees due by you will be immediately payable despite any previous payment plan
- / you have received “unsatisfactory course progression” as per the course progression policy.

If we defer this agreement, your right to attend your course is immediately suspended until we reinstate that right.

## Workplace Health and Safety

Sydney Design School encourages safe working practices as an integral part of its courses. We comply with State and Territory legislation, namely the Work, Health and Safety Act 2011.

If you have any questions regarding safety and the prevention of accidents, including the use of equipment, please do not hesitate to speak to your Educator or the Student Registrar.

All areas of Sydney Design School including balconies and the front of the building are designated “No Smoking” areas.

## Record keeping

Sydney Design School keeps complete and accurate records of the admission, progress and graduation of our students, including financial records that reflect payments.

In accordance with the Privacy Amendment Act 2000, all student records are kept in confidential files. You are able to view your file upon making a written request to Sydney Design School.



## Student privacy policy

Personal information collected as a result of your enrolment will be used by us for general student administration and Vocational Education and Training administration and regulation, as well as planning, reporting, communication, research, evaluation, financial administration (including debt recovery), auditing and marketing. Only our authorised officers and other authorised persons (e.g. service providers) have access to this information.

Your personal information may be disclosed to Australian and State Government Authorities and Agencies to comply with legislation. If you are a school based student your personal information, attendance details, progress and results may be disclosed to your school and the relevant government authority. If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parents/guardian.

No further access to your personal information will be provided without your written consent unless authorised or required by law.

You acknowledge and give consent unconditionally for your images (or video) to be used for information and promotional purposes in various media including but not limited to the School website, newspaper, magazine, television and brochures used or created by us.

Our full Privacy Policy can be viewed on our website and also at time of enrolment.

## Quality assurance

Sydney Design School has adopted and maintains a quality assurance system for managing and monitoring all education and training operations and for reviewing student and staff satisfaction.

## Security of fees paid in advance

All fees paid in advance are secured through the Sydney Design School rigorous financial management and control systems.

In the unlikely event that Design Schools Australia Pty Ltd (trading as Sydney Design School) is unable to deliver the program in full, clients will be offered a refund of all money paid to date.

## Incidents at the School

If there is an incident at the campus you must complete an Incident Form at the time of the incident. Incident Forms are available at reception and MUST be completed and signed by your Educator and handed into reception.

A first aid kit is available at the School and the designated first aid officers are:

- / Nicole Watts – General Manager
- / Georgia Hanson - Student Registrar
- / Lauren Hanley - Course Advisor

## Fire safety at the School

Sydney Design School will advise students of the evacuation procedures as part of the course induction. The copies of the evacuation procedure are also available from reception.

## Emergency evacuation procedure

It is important that you are familiar with the Emergency Evacuation Procedures for Sydney Design School. Emergency Evacuation Plans relevant to the building are displayed on noticeboards throughout the school.

Get to know these maps and recognise the exit points and relevant evacuation points. In this way, if there is an emergency at the School you will know what to do and how to evacuate the building safely.

When alarms go off, await instructions from the chief warden. All other occupants to continue as normal but prepare for an evacuation on the sound of the BEEP BEEP alarm.

If ordered to do so by the wardens, assemble at fire stairs in preparation for evacuation. Do not use the lift!!

If the alarm sound changes to WHOOP WHOOP then under the supervision of your Educator and the fire wardens you will evacuate the building by moving quickly and calmly into the fire stairs.

Proceed immediately to the assembly area. Report any person not accounted for to your warden.

Do not re-enter the building unless advised to do so by the wardens.

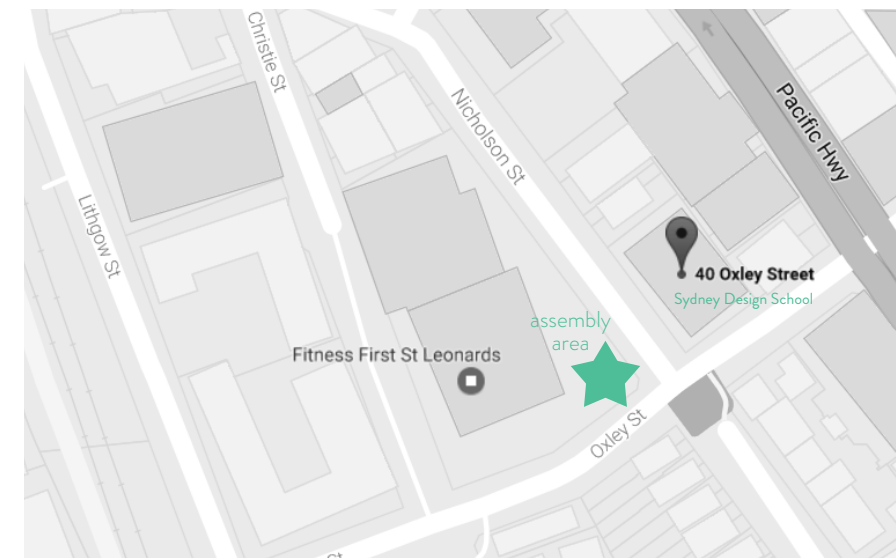
## Fire exits

There are two sets of fire stairs located next to the lift opposite reception.

Beware! If using the stairs, you can only exit the stairs from the bottom floor.

## Assembly area

The assembly area is on the corner of Oxley St and Nicholson Street outside Fitness First.



## Emergency Contacts

Emergency Services	Phone No.
Ambulance/Fire/Police	000
Poisons Information	131 126
State Emergency Service (SES)	132 500



# Our Services & Student Support

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## Special needs

If you have any special needs please let us know when you attend the course orientation. We will do our best to provide you with additional support and assist you to source external support if required.

## Learning support and study skills

Many of our students have not studied for many years and have not completed assessment tasks in the past. We provide learning support to those students who have difficulty achieving their goal.

Missing a lesson means that you may have missed out on important theory or practice. If you miss a lesson complete a Student Leave Form located in the Student Hub on the eCampus and submit it to the Student Registrar.

## Study tips

We provide a schedule for each semester which outlines the session/ topic, tools and equipment required and any assessment associated with that session. Make sure that you check your schedule prior to each lesson and bring the required equipment.

Set yourself goals, they will keep you on track and motivated. When you set yourself goals, make them SMART. That is, make your goals Specific, Measurable, Achievable, Realistic and Time-targeted. That way you will keep on track more easily.

If you have clear goals that you can see yourself achieving, it will help you stay on track.

If your goals seem impossible to reach or your course feels like a never-ending chore, ask your Educator for help.

## Student services and learning support

If you indicated on your Enrolment Form that you require language, literacy and numeracy support our Student Registrar will contact you prior to course commencement to discuss your needs.

If you require external advice and support for English language, literacy and numeracy, TAFE has courses available at most campuses. For more information contact the Adult Basic Education (ABE) unit or the English for Speakers of Other Languages (ESOL) unit TAFE.

/ North Sydney TAFE 131 674

/ Reading and Writing Hotline 1300 655 506

/ Centrelink Career Information Sydney [www.centrelink.com.au](http://www.centrelink.com.au)

/ North Sydney TAFE 131 674

/ Reading and Writing Hotline 1300 655 506

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## Course counselling

If you have any issues with any part of our course, finances or personal matters that are affecting your study you can make an appointment with the Student Registrar who will arrange a meeting with the Program Leader or the General Manager.

## Change of contact details

Please notify the School immediately of any changes to your contact details by sending an email to [registrar@sydneydesignschool.com.au](mailto:registrar@sydneydesignschool.com.au)

## Course evaluation

Feedback from learners is used routinely in education systems and organisations to obtain information on the quality of education and training. Broadly, depending on the collection approach, such information can be used by RTOs to;

- / support continuous improvement activities
- / provide alternative measures of education and training outcomes
- / attract, engage and retain learners
- / indicate whether learners are engaging in good learning practices
- / manage relationships with clients and stakeholders

To enable us to continually improve the course content and delivery, we request that you complete a course evaluation either via the eCampus or online (the link will be emailed to you at the end of the course and this information is confidential).

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By: NW